

VA PRIVACY SERVICE

REPORTING A PRIVACY INCIDENT TIP SHEET

WHAT IS A PRIVACY INCIDENT?

A privacy incident is the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users, and for any other than an authorized purpose, have access or potential access to sensitive personal information (SPI)* in any usable form, whether physical or electronic. This term encompasses both suspected and confirmed incidents involving SPI.

**Personally Identifiable Information and Personal Health Information are subsets of SPI. SPI will be used throughout this tip sheet.*

HOW TO REPORT A PRIVACY INCIDENT

As a VA employee, you must report a privacy incident as soon as possible.

VA is required to report privacy incidents to US-Computer Emergency Readiness Team (CERT) within 1 hour of discovery. Always report suspected or confirmed privacy and security incidents to your Privacy Officer, Information Security Officer, and (for VA employees) your supervisor within one hour of suspicion. To find your Privacy Officer, contact VA Privacy Service at 202-273-5070 or email privacyservice@va.gov.

After normal business hours, weekends, or holidays, contact the National Service Desk (NSD) by calling 1-855-673-4357 (Option 6, Option 1) or sending an email to NSD.VPNSecurity@va.gov. The NSD will open a ticket and route it to the VA-Network Security Operations Center (NSOC) Network Defense Center (NDC), who will then open a Privacy Security Event Tracking System (PSETS) ticket for the Privacy Officer.

The caller should be prepared to answer questions about the incident such as:

- Caller's name
- Phone number
- Office (location)
- Date of incident
- What was lost, compromised, or disclosed?
- What happened?
- Was data encrypted if it was an electronic device?
- Was the electronic device turned on, and if so, was it password protected?

VA



U.S. Department
of Veterans Affairs

VA Privacy Service is a component of the Office of Privacy and Records Management (OPRM), and its mission is to preserve and protect the personally identifiable information of Veterans, their beneficiaries, and VA employees by promoting a culture of privacy awareness and maintaining the trust of those that they serve.

PRIVACY
* * * * * Builds Trust

To contact VA Privacy Service:
privacyservice@va.gov | www.oprm.va.gov/privacy | 202-273-5070